

# **CAREER GUIDE FOR RESIDENTIAL ADVISORS**

SOC Code: 39-9041

Pay Band(s): 1, 2 ([Salary Structure](#))

## **Standard Occupational Description:**

Residential Advisors in the Commonwealth are assigned to the following Roles in the [Direct Service](#) Career Group:

[Direct Service Associate I](#)

[Direct Service Associate II](#)

Residential Advisors also have career opportunities in the following Career Group(s):

[Educational Support Services](#)

[Program Administration](#)

## **SKILLS, KNOWLEDGE, ABILITIES AND TASKS**

(Technical and Functional Expertise)

### **Skills**

**Note:** The technical and functional skills listed below are based on general occupational qualifications for Residential Advisors commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

1. Being aware of others' reactions and understanding why they react as they do.
2. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
4. Talking to others to convey information effectively.
5. Adjusting actions in relation to others' actions.
6. Communicating effectively in writing as appropriate for the needs of the audience.
7. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
8. Understanding written sentences and paragraphs in work related documents.
9. Managing one's own time and the time of others.
10. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

### **Knowledge**

**Note:** The technical and functional knowledge statements listed below are based on general occupational qualifications for Residential Advisors commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Knowledge** of:

1. Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
3. Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
4. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### **Abilities**

**Note:** The technical and functional abilities listed below are based on general occupational qualifications for Residential Advisors commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Ability** to:

1. Communicate information and ideas in speaking so others will understand.
2. Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
3. Speak clearly so others can understand you.
4. Listen to and understand information and ideas presented through spoken words and sentences.

### **Tasks**

**Note:** The following is a list of sample tasks typically performed by Residential Advisors. Employees in this occupation will not necessarily perform all of the tasks listed.

1. Assigns room, assists in planning recreational activities, and supervises work and study programs.
2. Counsels residents in identifying and resolving social and other problems.
3. Orders supplies and determines need for maintenance, repairs, and furnishings.
4. Compiles records of daily activities of residents.
5. Ascertains need for and secures service of physician.
6. Escorts individuals on trips outside establishment for shopping or to obtain medical or dental services.
7. Chaperons group-sponsored trips and social functions.
8. Hires and supervises activities of housekeeping personnel.
9. Plans menus of meals for residents of establishment.
10. Answers telephone.

## **INTERESTED?**

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

The nature of the work performed by Residential Advisors is considered both Social and Conventional. The work is **Social** because it frequently involves working with, communicating with, and teaching people. Social occupations often involve helping or providing service to others.

The work is also **Conventional** because it involves following set procedures and routines. Conventional occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

## **LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS**

Licensure or certification generally is not required for Residential Advisor positions in state government.

## **EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES**

Many employers prefer that Residential Advisors have a high school education and either directly related experience or college-level coursework in counseling, social work, education or a closely related field of study.

Sources of educational, training, and learning opportunities include:

1. Virginia Community College System
2. Virginia Colleges and Universities
3. On-the-job Training
4. Experience working in adult or child day care centers

## **COMMONWEALTH COMPETENCIES**

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

**The Commonwealth Competencies are:**

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results
4. Serving the Customer
5. Teamwork
6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of

a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: [http://jobs.state.va.us/cc\\_planningctr.htm](http://jobs.state.va.us/cc_planningctr.htm). For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

## **COMMONWEALTH CAREER PATH**

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example:

PAY BAND	ROLES	PAY BAND	ROLES
1	Direct Service Associate I	1 →	Direct Service Associate I
			↓
2	Direct Service Associate II	2 →	Direct Service Associate II
			↓
3	Direct Service Associate III	3 →	Direct Service Associate III
			↓
4	Direct Service Associate IV	4 →	Direct Service Associate IV

### **Sample Career Path**

#### **Direct Service Associate I**

The Direct Service Associate I role provides career tracks for assistants (such as public health, day care, respiratory therapy) and hospital attendants performing entry-level to journey-level responsibilities requiring little prior training or experience and the work is well defined.

### **Direct Service Associate II**

The Direct Service Associate II role provides career tracks for health care support technicians, such as nursing assistants, physical/occupational therapist aide, pharmacy assistants, psychiatric workers, medication assistants, and others who perform health care support responsibilities ranging from entry-level to journey-level. This role also provides career tracks for supervisors of hospital attendants. Duties are varied, requiring either knowledge in a variety of areas or specialized knowledge to perform tasks in assigned specialty areas.

### **Direct Service Associate III**

The Direct Service Associate III role provides career tracks for health care support specialists that are either service delivery experts or supervisors. As service delivery experts, employees provide or lead specialized services that support the work of interdisciplinary treatment teams, licensed clinical staff, and professional counselors. This role also provides career tracks for human rights advocates. As supervisors, employees supervise other Direct Service Workers, develop staff schedules, evaluate staff performance, serve as members of interdisciplinary treatment teams, make minor changes in treatment and program plans, write reports, make oral presentations, and review client records for appropriate documentation.

### **Direct Service Associate IV**

The Direct Service Associate IV role provides career tracks for dental laboratory technicians who perform duties ranging from advanced level to supervisory. The work requires specialized expertise in the fabrication and repair of a variety of dental applications used by dentists or dental students for their patients.

## **ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:**

O\*NET (Occupational Information Network)  
[http://online.onetcenter.org/gen\\_search\\_page](http://online.onetcenter.org/gen_search_page)

Virginia Employment Commission  
<http://www.alex.vec.state.va.us/>

Career One Stop  
<http://www.careeronestop.org/>

Virginia Career Resource Network  
<http://www.vacrn.net/>